

receives order information which is based on said ordering screen,

characterized in that said program code comprises at least code for a step of supplying said user an ordering screen which contains a list of goods compatible with the equipment used by said user.

26. An information processing apparatus comprising sending means for transmission to a terminal connected via a communications line, characterized in that display screen information containing an input field for entering ordering information of goods and an input field for entering collection information as to whether said goods be collected is sent to said terminal.

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27. The information processing apparatus according to Claim 26,

characterized in that said sending means sends said ordering information and said collection information from a terminal which has received said display screen information, to a computer which manages the distribution of said goods.

28. The information processing apparatus according to Claim 27,

characterized in that said display screen information contains information for use in setting the date on which

5 said goods will be delivered, that said computer which  
manages distribution is a portable terminal owned by a  
deliveryman who delivers goods identified by said ordering  
information, and that said sending means sends said  
ordering information and said collection information to  
said portable terminal according to said date entered and  
sent via a display screen based on said display screen  
information.

10 29. The information processing apparatus according to  
Claim 26,

characterized by further comprising:

15 storage means for storing said collection information  
sent, via said communications line, from a terminal which  
has received said display screen information; and  
estimation means for estimating expected collection  
quantity of said goods according to said collection  
information stored and accumulated in said storage means.

20 30. The information processing apparatus according to  
Claim 29,

25 characterized in that said storage means stores  
information about the average time required for said goods  
to be used up, and that said estimation means calculates  
said expected collection quantity according to said average  
time information and said collection information.

TOSYOTI 89554660

31. The information processing apparatus according to  
Claim 26,

characterized in that said display screen information  
contains information about the progress of collection from  
5 each user.

32. The information processing apparatus according to  
Claim 29,

characterized in that said storage means stores  
10 collection performance information which indicates that  
said goods have been actually collected; and

15 said information processing apparatus further  
comprises calculation means for calculating a collection  
rate, based on the order quantity of said goods identified  
by said ordering information sent from said terminal as well  
as on said collection performance information.

33. The information processing apparatus according to  
Claim 32,

20 characterized in that said sending means sends screen  
information obtained by adding said collection rate to said  
screen information.

34. The information processing apparatus according to  
25 Claim 29,

characterized in that said goods include: toners;  
toner cartridges; consumable parts; and ink; and said